GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2945
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Service Tendered by BSNL/MTNL
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has taken note of deficient service rendered by the Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) and if so, the details thereof;

(b) the quality parameters laid down and service actually provided by telecom PSUs;

(c) whether the Government has urged BSNL and MTNL to efficiently use social media for customer satisfaction and ordered special training for BSNL and MTNL officers for the purpose and if so, follow-up action taken by BSNL and MTNL thereon;

(d) whether BSNL and MTNL propose to rope in third agency to manage customer care service and if so, the details thereof; and

(e) the other steps taken/being taken by the Government to improve the quality of mobile and internet service of BSNL, MTNL and to provide internet at specific speed on affordable price?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) & (b) Government is conscious that the performance of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) needs improvement. These PSUs have been unable to invest in expansion of their networks due to financial distress.

Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers against the Quality of Service (QoS) benchmark parameters. The performance monitoring reports (PMRs) for the quarter ending September, 2015 for BSNL and MTNL as provided by TRAI are at Annexure.

(c) BSNL and MTNL have reported that they are using social media for receiving complaints and suggestions from customers for better customer satisfaction.

(d) BSNL and MTNL have already outsourced their customer care Call Centres.

(e) BSNL and MTNL are taking various steps to improve their network. The details of these steps are as follows:
â€¢ Monitoring of the Fault Repair Service System.
â€¢ Deployment of modern and state of art CDR (Call Detail Record) based Billing & Customer care system.
â€¢ Establishment of Customer Service Centers at all important locations in the country with "single window concept" to facilitate friendly interactions with the customers.
â€¢ Replacement of weak batteries and power plants to improve network uptime
â€¢ Regular Radio Frequency (RF) optimization tests.
â€¢ BSNL has entered into an agreement for setting up Wi-fi hotspots on revenue share basis to increase its revenue and providing better services to its customers.
â€¢ Introducing free night calling tariff plans for wireline customers to arrest decline in customer base and to acquire new wireline customers.
â€¢ Introduction of free national roaming on pan-India basis for mobile customers for retaining/increasing mobile customer base.

In order to improve the financial condition and support BSNL in additional revenue generation, Government has also assigned new projects to BSNL such as :

â€¢ Comprehensive Telecom Development Plan for the North-Eastern Region for provision of mobile services in uncovered villages in Arunachal Pradesh and two districts of Assam at estimated project cost of Rs. 1975.38 crore and implementation of Transmission-Media Plan for North Eastern Region at an estimated cost of Rs.295.97 crore on 10.9.2014
â€¢ Implementation of providing mobile connectivity in 2199 identified locations in Left Wing Extremism (LWE) affected areas at an estimated cost of Rs. 3567.58 crores on 4.6.2013
â€¢ Implementation of Comprehensive Telecom Development plan for Andaman & Nicobar Islands and Lakshadweep Islands through augmentation of satellite connectivity/bandwidth at an estimated cost of Rs. 120.49 crores on 7.11.2014.

BSNL is also taking several steps to enhance revenues through investments to strengthen its network to improve quality of service.

These include:-

â€¢ Augmentation of mobile network as part of its Phase-VII Project to create additional capacity of 15 million lines at an estimated cost of Rs. 5500 crores. This will result in addition of 14421 2G sites and 10605 3G sites across the country.
â€¢ For improving broadband services, BSNL has installed Google caching servers at 13 locations and done peering with Google at 3 locations for 110 GB capacity. Also Akamai caching servers were installed for 100 GB capacity. Also, BSNL has upgraded 47 Broadband Network Gateways (BNGs) in Broadband network for higher capacity.
â€¢ BSNL has entered into an agreement for setting up Wi-fi hotspots on revenue share basis to increase its revenue and providing better services to its customers.
â€¢ BSNL has introduced free night calling tariff plans for wireline customers to arrest decline in customer base and to acquire new wireline customers.
â€¢ Introduction of free national roaming on pan-India basis for mobile customers for retaining/increasing mobile customer base.
â€¢ All BSNL Broadband customers have been upgraded to 2 Mbps at no extra cost w.e.f. 1.10.2015.